



# Whistler Design Preview

## April 20 & 21



# The Future of Start | Help

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**Management and**  
**Supportability**

# Agenda

- **What Have We Learned?**
- **Help Vision**
- **Help Themes Overview**
- **WindowsME Deliverables**
- **Whistler Deliverables**
- **Future Themes Drilldown**
- **Q and A**

# What Have We

- **Learned?** You don't find the information you need.
  - Not comprehensive, prefer TechNet and other sources.
  - Difficult to locate.
- You want content that's up to date.
- You want to include your own content.
  - Help content is not relevant for user's current jobs.
- You use workstations (Professional) to manage Server machines.
- You want to manage content for users.
- You want to provide input on created content.
- Your users would rather ask a person

# Help Vision

**Maximize the self-help experience through a suite of resources and services that:**

- **Integrate with the user interface and are relevant to the end user task**
- **Deliver comprehensive, end-to-end solutions**
- **Minimize user effort (eg. automate where appropriate)**
- **Provide a reliable “safety net” no matter what the user’s context**

# Help Themes Overview

**To deliver this vision, focus on a Help experience that is:**

- **Highly-accessible**
- **Integrated and comprehensive**
- **Dynamic and up-to-date**
- **Extensible and customizable**
- **Consistent**
- **Contextual**
- **Automated, where appropriate**
- **...and, transitions to assisted, collaborative support seamlessly**



# Windows ME

## Deliverables

- Enhance the user experience for self-help and assisted support by enhancing the traditional Start | Help experience
- Consolidate help resources into a single place in Windows
- Enable post-ship delivery of new help resources and updates
- Leverage current investments in content
- ...all of these reduce costs for OEM's and Microsoft support organizations

# Windows ME

## Help and Support

Microsoft®  
**Help and Support**

Search

Home | Index | Assisted support | Tours & tutorials

### What would you like help with?


- [Using Windows Millennium Edition](#)
- [Personalizing Your Computer](#)
- [Connecting to & Using the Internet](#)
- [E-mail, Messaging, & Faxing](#)
- [Programs, Files, & Folders](#)
- [Keeping Your Computer Running Smoothly](#)
- [Troubleshooting](#)
- [Home Networking](#)
- [Games, Sound, & Video](#)
- [Printing, Scanning, & Photos](#)
- [Keyboard, Mouse, & Other Devices](#)
- [Accessibility for People with Disabilities](#)

### Fix a problem

- [Use System Restore](#)
- [Get Assisted Support](#)

### More resources

- [Find a topic in the Index](#)
- [View tours and tutorials](#)
- [Search Online Support](#)
- [Report a Millennium bug](#)



### About Help and Support

The resources in this center will help you learn about your computer and find answers to questions you may have as you progress.

You'll find tours, step-by-step instruction, troubleshooters, and links to the Web for the latest information.

Try the links on the left or the keyword search to quickly find what you want.

### Recently viewed help topics



# **Whistler Deliverables**

- **Port HelpCenter in ME to Whistler**
- **Enhance based on feedback from OEM's and partners**
  - **Deliver appropriate UX for SKU types.**
  - **Enable IT professionals and OEM's to better manage security context for support providers and end users.**
  - **Deliver parity features: group topic printing, extensible "search brokering", favorites, multiple HSC instances.**
  - **Deliver remoteability capabilities.**
  - **Possibly deliver basic authoring toolkit as**

# **Future Themes**

## **Drilldown**

- **Highly-accessible**
  - Relevant information where and when the user requires it (eg. Excel pivot table)
  - When unsure where to go, provide a readily-available location to find Help
- **Integrated and comprehensive**
  - Provide one place users go to access a breadth of help and support content, delivered from multiple providers (UA, TechNet, MSPress, PSS)
  - Solve the problem of having to navigate to disparate web sites, browse multiple taxonomies, and search across multiple KB's

# **Future Themes**

## **Drilldown**

- **Dynamic and up-to-date**
  - **Ensure content evolves as system progresses through its lifecycle. Top support issues = content delivered!**
  - **Product feedback cycle defines content delivery + dedicated editorial board.**
  - **Ensure content is always accurate. Help updates as system does.**
- **Extensible and customizable**
  - **Allow IT pro's and enterprises to add content that's relevant to the enterprise.**
  - **Using customization kit, modify Help and Support center to accommodate environment needs.**

# **Future Themes**

## **Consistent**

- Provide common navigation and search paradigms when accessing different content types from various sources.
- Abstract users from content provider through holistic, consistent portal experience.

## **Contextual**

- “Content in context drives relevance!”
- Multiple ways to define context
  - Machine inventory [hardware and software automatically inventoried via WMI]
  - Personalized user settings
  - User type [IT, consumer, developer]
  - Policy [enterprise admin established]

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☐ Message Queuing (MSMQ)

☐ OLE

☐ ActiveX Controls

☐ COM+ (Component Services)

☐ Design-Time Controls

☐ Microsoft Transaction Server (MTS)

☐ Server components

☐ **Data Access & Databases**

☐ Databases (General Info)

☐ ADO

# **Future Themes**

## **Drilldown**

- **Contextual (cont'd)**
  - **IT admins delegate security context to support providers and end users. Security context leverages rich NT ACL model, and system policy investments.**
- **Automated, where appropriate**
  - **Active content performs difficult tasks (regedit)**
  - **Machine inventory automatic**
- **...and, transitions to assisted, collaborative support seamlessly**

# Questions

- 10 to 20 minutes



operations interoperability  
security



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